

Terms and Conditions

Booking & Payment

- Daytime

All daytime bookings must be made via email with completion of a booking form and must be paid for in advance. 30% of the value is due upon booking as a booking fee and to reserve the dates and times you have selected. Your booking is only confirmed once both deposit and booking form are received. The remaining 70% is due 10 weeks before the first day of your booking. Should you need to cancel your booking neither of these payments are refundable. It is your responsibility to ensure sufficient insurance is in place in order for you to recuperate the cost of your booking. Chatel Childcare is able to provide documents providing proof of booking for insurance purposes. If final payment is not made within 10 days of invoicing then your booking will be cancelled and the deposit will not be refunded.

Prices are in euros and full payment amount must be paid in euros to the French bank account detailed on your booking form. The customer is responsible for any additional bank charges relating to making a payment into a French bank account.

- Evening

Evening childcare bookings can be made Via Whatsapp or email. Bookings with multiple children may require completion of a booking form. Payment is due in advance unless otherwise arranged and will be invoiced 4 weeks before the babysit is to be provided. This payment is not refundable. Bookings not paid for in advance (eg. last minute bookings) are subject to a €50 cancellation fee if cancelled with under 48 hours to the booking start time.

Health

It is essential that Chatel Childcare is made aware (via the booking form) of any long-term health conditions in order that care can safely be given to your children. Any booking where information has been withheld, which could lead to danger of injury or severe illness in either the children or the nanny, may be cancelled without refund.

If your child has become ill in the run up to your holiday, most conditions will not affect the ability of Chatel Childcare to provide care for your children. Please contact Chatel Childcare at the earliest point possible to discuss any contagious conditions. This will allow precautions to be taken to avoid becoming ill myself and/ or passing illness to my own or other families during their holiday. Chatel Childcare reserves the right to refuse care if a child to be cared for has a contagious illness in the run up to or during your holiday.

If your child has vomiting or diarrhoea unfortunately I will need to discontinue childcare until symptoms have been absent for 48 hours. The booking is not refundable but if mutually convenient times **within the same week** can be found the hours paid for can be transferred.

Cancellations & Refunds

Neither your booking fee nor the holiday balance are refundable nor transferable should you cancel for any reason. The hours requested on your booking form cannot be changed as the time slots will have been reserved for your family.

It is the responsibility of you, the client, to ensure sufficient insurance is in place to cover cancellation whether due to health, transport, resort closure, border restrictions or any other reason.

Chatel Childcare is a registered French business and as such can provide cancellation documents which you can use for your insurance claim.

Insurance

Chatel Childcare is fully covered by French public liability insurance. Children must be covered by travel insurance. If an accident or injury occurs in which Chatel Childcare is not at fault then any expenses incurred will need to be recovered through the child's insurance policy.

Any damage caused by your child within your accommodation is not the responsibility of Chatel Childcare.

Damage caused to electronics and other belongings by your child is not the responsibility of Chatel Childcare.

Childcare

Childcare can be provided between the hours of 08:30 and 17:00 and between 19:00 and 23:30 with a maximum session time of 8 hours and a minimum of 4 hours. Under special circumstances (eg. New Years Eve) these hours can be extended but only with prior agreement.

Childcare is charged at €30 per hour for one child. An extra €5 per hour is charged per additional child.

If you are unhappy with any aspect of the childcare being provided please raise this at the earliest opportunity so that we can work together to better meet your needs.

I look forward to working with you and your family,

Emma